C. C.A.R.E

On - Line Registration - Government

User Guide for Cardholders

us bank.
Corporate Payment
Systems

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Overview

To make C.A.R.E. a more effective product, U.S. Bank Corporate Payment Systems and the C.A.R.E. development team introduces a new tool called On - Line Registration. It allows you greater access to C.A.R.E in addition to a streamlined process for establishing Cardholder access. With On – Line Registration, Cardholders can create their own C.A.R.E. User ID's and Passwords.

Tip! If your account is in T9 status, you cannot use the On – Line Registration tool.

Functionality Table

Function Performed	Users
On – Line Registration	Cardholders
Unlocking an Account	A/OPC's

On – Line Registration Process

1. Access the C.A.R.E. web address (https://care.usbank.com).
2. At the C.A.R.E. log on screen, click **On – Line Registration** on the task bar.
3. Enter the Relationship Registration and User Profile Codes given to you by your A/OPC.
4. Click **OK**.
5. To add the accounts associated with the User ID and Password being established, enter the **Account Number**, **Account Expiration Date** and **Zip Code** in the appropriate fields.

Tip !

- Both Corporate and Purchasing Card account information may be added.
- Zip code format: Five digits.
- Expiration date format: MM/YY
- Information in the table may be edited. Once it is verified and moved to the area below it cannot be edited.
- You may enter up to ten accounts at a time to one user. If more than ten accounts are needed, click **Add more accounts** and more rows display.
- If any of the entered information is not valid, the system returns an error message. You have three attempts to correct the information. If all three attempts fail, the accounts with incorrect information are locked out from On - Line Registration. Contact your A/OPC to unlock accounts.

6. After all accounts are entered, click **OK**. The system validates account information.
7. Enter **Contact Information**.
8. Enter **User ID, User Verification and Password**.

Tip !

- Zip code format: Five digits.
- Phone and Fax number format: No dashes, hyphens, parenthesis or spaces (i.e. 6121234567).
- Fields that require data are identified with an asterisk (*).
- User ID's must be 7 to 12 characters in length, with at least one alpha and one numeric character. User ID's must also be unique; try to think of a distinctive ID (i.e. if your name is John F Smith try the User ID jofsmith3).
- User Verification is used to authenticate you if you forget your User ID or Password.
- Passwords must be 8 to 12 characters in length, with at least one alpha and one numeric character.

9. Click **Submit**. The system validates your entries.
10. Click **OK** in the *On – Line Registration was successful* dialog box. You are brought to the C.A.R.E. welcome screen and may begin working immediately.

Troubleshooting Error Messages

> ⚠ 123456789101112 contains incorrect information. Please verify information and resubmit or contact your Program Administration.
>
> **OK**

Account information is invalid or missing. Please check the information carefully (look for any zip code or expiration date formatting mistakes) and correct any errors.
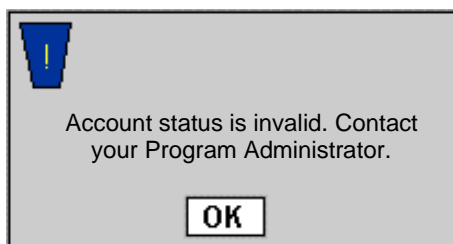
> ⚠ For account number 123456789101112 no Cardholder node was found.
>
> **OK**
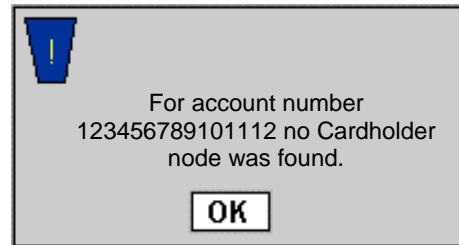
The account number entered could not be verified by U.S. Bank, please check the number and correct any errors.

> ⚠ Account is not enabled for On – Line Registration. Contact your Program Administrator.
>
> **OK**

The Managing Account is not enabled for On – Line Registration, contact your A/OPC to enable the account.

> ⚠ 123456789101112 already has a User ID attached. Contact your Program Administrator.
>
> **OK**
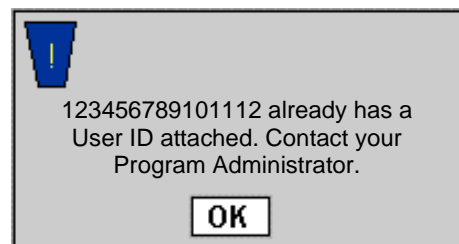
A Cardholder User ID has already been assigned to the account.

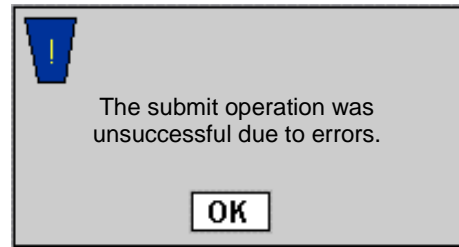> ⚠ Account status is invalid. Contact your Program Administrator.
>
> **OK**

U.S. Bank has flagged the account as invalid, contact your A/OPC to investigate and correct the situation.

> ⚠ Multiple invalid accounts entered.
>
> **OK**

Check to make sure you did not enter duplicate account numbers. Remove the duplicate account number and try again.

⚠️ The account number 123456789101112 you are trying to access is locked. Please contact your Program Administrator. **OK**	⚠️ The submit operation was unsuccessful due to errors. **OK**
Invalid information was entered three or more times and the account is now locked. Contact your A/OPC to unlock the account.	There are formatting errors in some of the information you entered. Carefully check the information against the formatting guidelines outlined in this document and try the entry again.

Frequently Asked Questions

Q. How often can I reset my password?

A. There is no limit to the amount of times you may reset your password.

Q. Can I use On - Line Registration if I already have a User ID and I need to add more accounts to it?

A. No, On - Line Registration is designed for new C.A.R.E. users only. To add more accounts to your existing User ID contact your A/OPC.

Q. Can I reset my password if it was deactivated?

A. No, your User ID must be in active status to use C.A.R.E. and the On - Line Registration tool.

Q. How do I get my Relationship Registration Code and User Profile Code?

A. Your A/OPC provides you with this information.

Q. What is the format for User ID's and Password's?

A. User ID's must be 7 to 12 Characters in length and they must have at least one alpha and one numeric character.
User Password's must be 8 to 12 characters in length and they must have at least one alpha and one numeric character.

Q. Can I use On - Line Registration for more than one account?

A. Yes, you can register an unlimited number of accounts

Q. Why is my account locked?

A. Accounts are locked when invalid information is entered three times. To unlock your account, contact your A/OPC.